

SW-01428A-09-0103

W-01427A-09-0104

W-01427A-09-0116

W-01427A-09-0120

ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM



0000106711

Investigator: Deb Reagan

Phone: [REDACTED]

P 2: 07

Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
UTILITY CONTROL

Opinion No. 2010 84190

Date: 1/11/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Kenneth

Schmidt

Account Name: Kenneth Schmidt

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Goodyear

CBR:

State: AZ Zip: 85395

is:

Utility Company: Liberty Water-Litchfield Park Service Company

Division: Water

Contact Name: Linda Byrd

Contact Phone: [REDACTED]

Nature of Complaint:

***** SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, W-01427A-09-0120 *****

Customer sent the following -

From: Ken and Rose Schmidt [mailto:[REDACTED]]

Sent: Monday, January 04, 2010 12:07 PM

To: Utilities Div - Mailbox

Subject: Proposed rate hike for Liberty Water, Docket#s Sw-01428a-09-0103,W-01427A-09-0104

I understand that utility rates are going up and that there was bound to be one for Liberty Water. My complaint, why the huge increase? My wife and I are both retired and living on a fixed income. We are looking at several huge bills this year, medical and dental. We will be needing a new vehicle in the next few years, also. It would be nice if we had raises in our Social Security to even out all the raises that are happening. But, as we all know, that is not going to happen for quite a while. Please reconsider the amount of the rate hike that you are proposing. It affects all the residents in your service area. Many of whom are struggling to pay their mortgage and keep food on the table. This would be an added burden to an already stressed situation. Please try and work this out for your situation and your customers. There has to be a more economic solution. Thank you for your time..

Sincerely,
Kenneth Schmidt

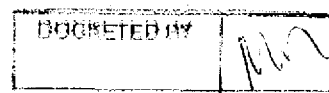
End of Complaint

Utilities' Response:

Arizona Corporation Commission

DOCKETED

JAN 11 2010



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 1/11/2010

Opinion No. 2010 - 84190

SW-01428A-09-0103
W-01427A-09-0104
W-01427A-09-0116
W-01427A-09-0120

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2010 84191

Date: 1/11/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Filip and Anita **Fisse**

Account Name: Filip and Anita Fisse

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Goodyear

CBR:

State: AZ Zip: 85395

is:

Utility Company. **Liberty Water-Litchfield Park Service Company**

Division: Water

Contact Name: Linda Byrd

Contact Phone: [REDACTED]

Nature of Complaint:

***** SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, W-01427A-09-0120 *****

Customer sent the following -

From: Fil and Anita Fisse [mailto:[REDACTED]]
Sent: Monday, January 04, 2010 7:10 AM
To: Utilities Div - Mailbox
Subject: Liberty rate increase

We understand that there has been no increase since 2002 but a sudden increase of 120% is ridiculous especially as we are still recovering from a recession. We hear people saying they won't shower as much, won't flush the toilet as often and won't rinse their recycling anymore because they either won't be able to afford to or would need to save the money.

We aren't sure where we would find the extra money either. Our health insurance is going up about 40% on February 1st. We won't even be able to afford to go to the doctor after paying our monthly premium. We know that isn't your problem but there are some huge problems in this country that need to be resolved before a company such as Liberty can ask for such a huge increase.

Filip & Anita Fisse
Goodyear, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Customer comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 1/11/2010

Opinion No. 2010 - 84191

SW-01428A-09-0103

W-01427A-09-0104

W-01427A-09-0116

W-01427A-09-0120

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2010 84192

Date: 1/11/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Becky**

Arguello

Account Name: Becky Arguello

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Goodyear

CBR:

State: AZ Zip: 85395

is:

Utility Company. **Liberty Water-Litchfield Park Service Company**

Division: Water

Contact Name: Linda Byrd

Contact Phone: [REDACTED]

Nature of Complaint:

***** SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, W-01427A-09-0120 *****

Customer sent the following -

From: Becky Jaeger [mailto:[REDACTED]]
Sent: Sunday, January 03, 2010 8:12 PM
To: Utilities Div - Mailbox
Subject: Liberty Water Rate Increase

I could not get the form to properly attach and understand the meeting is tomorrow, so I am sending the information via email to be included.

Becky Arguello
[REDACTED]

Goodyear AZ 85395
[REDACTED]

Liberty Water Rate Increase:

An 81% rate increase to the customer is an outrage. At a time, when markets are trying to decrease the foreclosure rate and families are already struggling to make ends meet, this rate of increase seems excessive. I understand that the rate increase is due to capital improvements already completed by Liberty Water, but that is not the responsibility of the consumer to pay for such improvements after the fact. As with any business ventures companies need to insure that they have the necessary capital to complete them prior to the start of

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

any investments. Proposing an 120% , after the fact seems like poor planning on the part of the company and seems unfair to pass along such a large burden to the consumer.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 1/11/2010

Opinion No. 2010 - 84192

SW-01428A-09-0103
W-01427A-09-0104
W-01427A-09-0116
W-01427A-09-0120

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2010 84193

Date: 1/11/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Lynnett James

Account Name: Lynnett James

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Goodyear

CBR:

State: AZ Zip: 85395

is:

Utility Company: Liberty Water-Litchfield Park Service Company

Division: Water

Contact Name: Linda Byrd

Contact Phone: [REDACTED]

Nature of Complaint:

***** SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, W-01427A-09-0120 *****

Customer sent the following -

From: Lynett James [mailto:[REDACTED]]
Sent: Sunday, January 03, 2010 7:08 PM
To: Utilities Div - Mailbox
Subject: Liberty Water increase- 120%

YOUR NAME Lynett James

DATE 1/3/2010

ADDRESS [REDACTED]

CITY Goodyear

STATE AZ

ZIP 85395

YOUR PHONE NUMBER [REDACTED]

DOCKET YOU WISH TO COMMENT ON: sw-01428a-09-0103 and w-01427a-09-0104

CASE OR UTILITY NAME Liberty Water

YOUR POSITION ON THE DOCKET: I am CON the increase

YOUR E-MAIL ADDRESS [REDACTED]

ENTER YOUR COMMENTS HERE:

I think 120% is way too much of a jump in one year. Money is tight and that is a crazy amount to add to your

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

monthly bills. I can see an increase of 10-20% to pay for needed services but doubling the bill is crazy in my opinion. I am con this increase.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 1/11/2010

Opinion No. 2010 - 84193

SW-01428A-09-0103
W-01427A-09-0104
W-01427A-09-0116
W-01427A-09-0120

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2010 84195

Date: 1/11/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **John and Debra** **Regni**

Account Name: John and Debra Regni

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Litchfield Park

CBR:

State: AZ Zip: 85340

is:

Utility Company. **Liberty Water-Litchfield Park Service Company**

Division: Water

Contact Name: Linda Byrd

Contact Phone: [REDACTED]

Nature of Complaint:

***** SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, W-01427A-09-0120 *****

Customer sent the following -

This year we watched as Litchfield Park Service Company changed its name and logo to Liberty Water—and we wondered what changes other than those cosmetic ones would be coming. We are astonished—no, shocked—that answer is 120% and 81% increases in water and wastewater charges.

Capital investments and improvements in the past should have been planned and budgeted in prior years. To demand a 100% increase in one year—when unemployment is at record levels, when inflation (read Social Security payment increases) is zero, when people with jobs are getting zero pay raises, when neighbors are scraping by on a very tight budget trying to avoid foreclosure—is out of touch with the times, and possible evidence of poor planning by the executives of Liberty Water. A 100% increase is "crisis management", and does not instill confidence the executives will properly manage future increases the Commission approves. Utilities should have stable, not crisis management.

We urge the Commission to scrutinize these proposed rate changes and send Liberty back to the drawing board to conceive a plan with less dramatic increases. A one-year massive correction appears to make up for past mismanagement. If there has been mismanagement, the Commission should not reward them with oodles of (our) money.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 1/11/2010

Opinion No. 2010 - 84195

SW-01428A-09-0103

W-01427A-09-0104

W-01427A-09-0116

W-01427A-09-0120

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2010 84196

Date: 1/11/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Arminda

Cockett

Account Name: Arminda Cockett

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Litchfield Park

CBR:

State: AZ **Zip:** 85340

is:

Utility Company: Liberty Water-Litchfield Park Service Company

Division: Water

Contact Name: Linda Byrd

Contact Phone: [REDACTED]

Nature of Complaint:

***** SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, W-01427A-09-0120 *****

Customer sent the following -

From: Arminda Cockett [mailto:[REDACTED]]
Sent: Saturday, January 02, 2010 2:01 PM
To: Utilities Div - Mailbox
Subject: Vote NO to Liberty Water Rate Increase - Litchfield Park

Re: SW-01428A-09-0103 and W-01427A-09-0104

Please vote NO to Liberty Water request for rate increases. Our family lives in Litchfield Park unincorporated area and we can barely pay all our bills right now. We are doing everything we can to simply hold on. My husband is currently the only person working in our family (I am looking for a job), we are in the process of "short sale" or foreclosure on a rental property, and we have cut all extras from our budget (even our health insurance for a while). We did this all to make ends meet.

An increase of 120% in basic water rates and an additional 81% increase in waste water bill is undoable at this time. This increase is "extra high" at this time. Please vote NO to Liberty's request.

Thank you for your consideration.

Sincerely,

Arminda Cockett

[REDACTED]
Litchfield Park, AZ 85340

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 1/11/2010

Opinion No. 2010 - 84196

SW-01428A-09-0103

W-01427A-09-0104

W-01427A-09-0116

W-01427A-09-0120

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2010 84197

Date: 1/11/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Marilyn and Henry** **Holland**

Account Name: Marilyn and Henry Holland

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Goodyear

CBR:

State: AZ Zip: 85395

is:

Utility Company: **Liberty Water-Litchfield Park Service Company**

Division: Water

Contact Name: Linda Byrd

Contact Phone: [REDACTED]

Nature of Complaint:

***** SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, W-01427A-09-0120 *****

Customer sent the following -

From: Marilyn Holland [mailto:[REDACTED]]
Sent: Saturday, January 02, 2010 11:14 AM
To: Utilities Div - Mailbox
Subject: Libert Water Rate Increase

TO: Arizona Corporation Commission - Utilities Division

SUBJECT: Liberty Water Co. proposed rate increase

DATE: January 1, 2010

We are opposed to the rate increase proposed by the Liberty Water Company, sometimes called the Litchfield Park Service Company. It is extreme and unwarranted, and will be deleterious to the community as a whole.

We have gathered information from the Liberty Water web site and have studied their presentation to the community. The impact of this proposal on us is an increase of over 90% in our water bill. This proposal will have the same effect on thousands of residents living in the Liberty Water service area, essentially doubling their revenue overnight.

The reasons Liberty Water have given for such a high increase are: 1) there has been no rate increase in 8 years, 2) their operating costs have doubled since the last increase, and 3) \$58 million invested by their parent company needs to be repaid.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

We believe reason #1 is irrelevant. The fact that they haven't had a rate increase means nothing. Reason #2 is obvious considering they have more than tripled their business during that time frame with new housing established throughout the service area. One would believe that the increased revenue from those new customers would cover the increased operating costs.

Finally, reason #3 is almost laughable. The parent company is looking for a return on investment of between 12% and 28%! Given the economic conditions in this country, and in this community, expecting that kind of ROI is simply ludicrous.

Liberty Water is the only supplier of water in our area. Our community of Pebblecreek is a retirement community where many of us are on fixed incomes. It is simply wrong that we should be burdened with the excessive greed of a foreign enterprise.

We ask that our comments be included in your file and considered when you finally hear the Liberty Water proposal in January of next year.

Sincerely,

Marilyn and Henry Holland

Goodyear, AZ 85395

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 1/11/2010

Opinion No. 2010 - 84197

SW-01428A-09-0103

W-01427A-09-0104

W-01427A-09-0116

W-01427A-09-0120

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2010 84199

Date: 1/11/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Lori

Bartz

Account Name:

Lori Bartz

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Goodyear

CBR:

State:

AZ

Zip: 85395

is:

Utility Company:

Liberty Water-Litchfield Park Service Company

Division:

Water

Contact Name:

Linda Byrd

Contact Phone: [REDACTED]

Nature of Complaint:

***** SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, W-01427A-09-0120 *****

Customer sent the following -

From: Lori [mailto:[REDACTED]]
Sent: Saturday, January 02, 2010 9:32 AM
To: Utilities Div - Mailbox
Subject: Utility Increase Litchfield Park

We simply cannot afford a rate hike at this point and time. I am disabled and my husband just took a 20 per cent cut in pay and is in danger of losing his job. We just don't have the means to pay more for anything at all. Please do not pass this enormous rate hike. Many will suffer because of it. We need to cut back all areas until the economy recovers. Please take our comments into consideration and the many more that would be against it if they had the means to address you directly.

Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 1/11/2010

Opinion No. 2010 - 84199

SW-01428A-09-0103
W-01427A-09-0104
W-01427A-09-0116
W-01427A-09-0120

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2010 84200

Date: 1/11/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Robert W. and Janice Riley**

Account Name: Robert W. and Janice Riley

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Litchfield Park

CBR:

State: AZ Zip: 85340

Is:

Utility Company: **Liberty Water-Litchfield Park Service Company**

Division: Water

Contact Name: Linda Byrd

Contact Phone: [REDACTED]

Nature of Complaint:

***** SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, W-01427A-09-0120 *****

Customer sent the following -

From: Jan Riley [mailto:[REDACTED]]
Sent: Sunday, January 03, 2010 8:27 AM
To: Utilities Div - Mailbox
Subject:

This year we watched as Litchfield Park Service Company changed its name and logo to Liberty Water--and we wondered what changes other than those cosmetic ones would be coming. We are astonished--no, shocked--that answer is 120% and 81% increases in water and wastewater charges.

Capital investments and improvements in the past should have been planned and budgeted in prior years. To demand a 100% increase in one year--when unemployment is at record levels, when inflation (read Social Security payment increases) is zero, when people with jobs are getting zero pay raises, when neighbors are scraping by on a very tight budget trying to avoid foreclosure--is out of touch with the times, and possible evidence of poor planning by the executives of Liberty Water. A 100% increase is "crisis management", and does not instill confidence the executives will properly manage future increases the Commission approves. Utilities should have stable, not crisis management.

We urge the Commission to scrutinize these proposed rate changes and send Liberty back to the drawing board to conceive a plan with less dramatic increases. A one-year massive correction appears to make up for past mismanagement. If there has been mismanagement, the Commission should not reward them with oodles of (our) money

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 1/11/2010

Opinion No. 2010 - 84200

SW-01428A-09-0103
W-01427A-09-0104
W-01427A-09-0116
W-01427A-09-0120

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2010 84198

Date: 1/11/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Robert Last: Jenkins

Account Name: Robert Jenkins

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Goodyear

CBR:

State: AZ Zip: 85395

is:

Utility Company: Liberty Water-Litchfield Park Service Company

Division: Water

Contact Name: Linda Byrd

Contact Phone: [REDACTED]

Nature of Complaint:

***** SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, W-01427A-09-0120 *****

Customer sent the following -

Water and sewer rates should be in line with surrounding municipalities. We cannot choose who supplies water and sewer, therefore, this company has a monopoly and must be reasonable regulated. If Liberty Water cannot function on realistic rates, then perhaps they should sell out to the city municipal service.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 1/11/2010

Opinion No. 2010 - 84198

SW-01428A-09-0103
W-01427A-09-0104
W-01427A-09-0116
W-01427A-09-0120

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2010 84194

Date: 1/11/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
 Kermit Holman

Account Name: Kermit Holman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Goodyear

CBR:

State: AZ Zip: 85395

Is:

Utility Company: Liberty Water-Litchfield Park Service Company

Division: Water

Contact Name: Linda Byrd

Contact Phone: [REDACTED]

Nature of Complaint:

***** SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, W-01427A-09-0120 *****

Customer sent the following -

The proposed rates for water, water meter, and residential sewer represent a 100% increase in our costs for service at our home in Goodyear. It appears that the company is attempting to collect fees to support infrastructure commitments which are linked to developments that are postponed. I cannot support the excessive increase in fees proposed to the commission.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 1/11/2010

Opinion No. 2010 - 84194